



Delaware Department of Transportation
REQUEST FOR PROPOSALS



RFP Number: **1847**

RIGHT OF WAY REPORTING MANAGEMENT SYSTEM

Submission Due Date/Time: **Thursday, October 12, 2017 at 2:00 P.M. Local Time**

Agreement Type: Project Specific

One (1) agreement may be awarded from this solicitation.

This project is State funded.

The anticipated method of payment is specific rate of compensation and cost per unit of work.

29 Del.C. §6981

PROJECT INFORMATION

This Request for Proposal (RFP) issued by the Delaware Department of Transportation is for the purpose of acquiring Proposals from interested firms to provide a web-based, business computer software system.

PROJECT DESCRIPTION

The Right of Way (ROW) section of DelDOT is seeking a firm to provide or develop a web-based, business computer software system to manage their day-to-day business processes in order to eliminate their dependency on various antiquated applications and manual processes. The desired system will serve as a means to better collaborate, track projects and provide increased visibility on the performance of the department. The selected system will allow authorized users (based on individual and group security rules) to better capture essential events, due dates, deliverables and related activities into a comprehensive database system. The system will allow for the tracking of projects on a real time basis; as well as, the creation of ad hoc reports based upon the data entered, to be shared internally and externally to the public and other governmental agencies. The system will also facilitate document creation capabilities utilizing information entered into the system to create necessary documents and communications required for ROW related activities.

The vendor should outline in the response how they can accommodate the following items that the system should include:

DESIRED FEATURES

1. SECURITY ROLES

- a. System shall have Single Sign On
 - System shall require external users to access the system via an unique user id and password
- b. Administrator shall have the ability to add new users to the system
- c. Administrator should have the ability to modify user credentials and access
- d. Administrator should have ability to create a group

2. GENERAL PREREQUISITES

- a. User shall be able to enter/add notes at any time during the process

- b. All notes entered should be saved to the history log
- c. User should be able to access content on any browser
 - Must support most current versions of IE, Chrome, Firefox, Edge and Safari utilized by DelDOT

3. WORK FLOW – FEATURES

- a. System shall have ability to define events within a process
- b. Flow of events can be based on rules or decisions prompted by a completed event
 - Events can be a one to one or one to many flow
- c. Events can be identified as "manual" or "automated"
- d. User should be able to modify events at any time (may intersect one event in a flow or the entire process moving forward) based on user access roles
- e. User should be able to remove an event within a process at the project or entire workflow level based on user access roles
- f. User to be able to enter information about an event

4. WORK FLOW – ASSIGNMENT

- a. Administrator shall have ability to assign a user or group to an event at the project and/or entire workflow level
- b. User will be able to take ownership of an event within assigned Group queue
- c. Administrator to have the ability to manually re-assign an event that has already been assigned to another user or group

5. WORK FLOW – NOTIFICATIONS

- a. System should support automatic notification of an event within a process
- b. System to support a rules engine to configure notifications
 - Examples include, but not limited to alerts, reminders, approvals, rejections, assignments, etc.

6. REPORTING - REPORT FEATURES

- a. User shall be able to create and generate reports at any time
- b. User shall have ability to add additional search parameters

7. DOCUMENT CREATION

- a. System shall have ability to create an user-configurable document template within a layout designer based on jurisdictional and business rules
 - Examples include, but not limited to memos, letters, contracts, leases, labels, etc.
- b. System shall support the creation of a document (single or in bulk) via a document template
- c. System should have the ability to support business approved electronic signatures
- d. User will have ability to view and modify documents and templates based on user access rules

8. TRACKING & MONITORING

- a. System shall record details of events as actions are performed
- b. System shall have ability for user to see status of all activities within a work flow at any time

9. MOBILE

- a. System should have ability to access all system features via desktop, tablets, laptops, mobile phones, etc.
 - Exception for tablets and mobile devices: reporting and document creation not required
- b. System should have ability to connect to application even when access to the network is not

available

- c. System should have ability to manage sync on demand when within network

10. SYSTEM INTEGRATIONS

- a. System shall use web-services to integrate (outbound) with the Primavera application in real time
- b. System shall integrate (inbound and outbound) with the FACTS Oracle database in real time
- c. System shall migrate existing Access Database information
- d. System shall migrate existing Excel file data
- e. System shall migrate with existing REM Oracle database
- f. System shall have mapping integration capabilities
- g. System shall use an API/web service to integrate (outbound and inbound) with the document storage application.
- h. System shall migrate/link to existing documents stored in the OnBase application

11. SYSTEM MAINTENANCE

- a. System shall adhere to the State of Delaware's standards and policies
 - For detailed standards definition, please refer to:
<http://dti.delaware.gov/information/standards-policies.shtml>
- b. System should be able to support a minimum of 50 concurrent users.
- c. System must be available during normal business hours (between 7:00 am ET to 6:00 pm ET Monday through Friday)
 - Occasionally system will be needed Saturday and Sunday
- d. Planned outages due to maintenance must be communicated in advance and any outages due to system issues will be addressed as outlined in the established DelDOT SLA.
- e. Data retention shall comply to the Delaware Public Archives, Department of Transportation Retention Schedule as noted for the Transportation Solutions division
 - See: <http://archives.delaware.gov/govsvcs/retention/index.shtml>
- f. If hosting offsite, vendor will provide a disaster recovery plan
- g. Vendor to provide details of post implementation support model
- h. Vendor will provide, at a minimum, read only access to development code within the DEV and TEST environments to assist with review of code and DelDOT development staff training
 - Production access will be determined based on support plan

12. TRAINING

- a. Vendor shall provide mentoring/training to DelDOT development and administration staff
- b. Vendor shall provide user training for a minimum of five business days for all ROW business users.
- c. Training Plan shall be delivered via a hard and soft copy of manuals/materials
 - Including, but not limited to, an user manual, development manual (Support, System Architecture, etc.), Administrator guide and any other tools or references to assist with learning the application.
 - Soft copy will allow DelDOT to modify training materials at anytime (as needed).
- d. Vendor shall provide additional training on an as-needed basis during the maintenance period

13. TESTING

- a. Testing shall be completed by both Vendor and the Right of Way section

- b. Vendor shall provide detailed technical test scripts
 - Including but not limited to unit, integration, system and regression testing
- c. Vendor shall provide detailed business test scripts
 - Right of Way section will review and approve prior to user acceptance testing

INFORMATION TECHNOLOGY STANDARDS AND POLICIES

Firms will be required to review and confirm they can adhere to the following:

- Adhere to all [State Standards](#);
- Delivery of a Final System and Architectural Design per [State Architectural Review Board standards](#), to include a Data Model/Data Dictionary for DelDOT approval;
- Development and Delivery of DelDOT System Interfaces as needed;
- Development and Delivery of necessary GIS Interfaces as needed;
- Delivery of a matrix (Quality Functional Deployment) to trace requirements to final system and software components;
- Delivery of a Software Bill of Material to be maintained if open source components are incorporated into the solution;

MILESTONE/PAYMENT SCHEDULE

Provided below is an example of a milestone/payment schedule. Interested firms must provide a proposed milestone payment schedule that fits their business model proposal. With the exception of Milestone 1 that will be paid upon milestone completion, milestones will be paid monthly upon DelDOT concurrence of percentage complete.

Milestone	Comment/Acceptance Criteria	Milestone Start and Length
Milestone 1: Project planning, Joint Application Design (JAD) sessions	Milestone 1 success payment will be paid after DelDOT approved System Requirement Specifications and Technical Design documents.	
Milestone 2: Foundation set up (including system integrations, historical migration of data access to historical documents, tracking and monitoring, etc.) and security roles	Milestone 2 payments will be paid on User Acceptance Testing and Vendor sign off of requirements regarding REQ-A01, REQ-F01, REQ-H01, REQ-I01.	Starts at completion of milestone 1 and continues for 3 months.
Milestone 3: Completion of workflows, data entry and document creation	Milestone 3 payments will be paid on Training, as well as, sign off by Vendor of requirements regarding REQ-B-01, REQ-C01, REQ-C02, REQ-C03 and REQ-E01, and associated User Acceptance Testing.	Starts midway during milestone 2 and continues through milestone 4.

Milestone 4: Reporting and Mobile capabilities	Milestone 4 payments will be paid on sign off by Vendor of requirements regarding REQ-D01 and REQ-G01, and associated User Acceptance Testing and Training.	
Milestone 5: Technical Knowledge Transfer to Application Development staff.	Knowledge transfer should occur throughout all phases, however Milestone 5 payments will be paid by Application Development Support training and development/support manual acceptance sign off.	TOTAL TIME: 9 months*

**Milestone approach and proposed time frames for completion are negotiable.*

QUESTIONS

Questions are to be submitted to DOT.Profservices@state.de.us. In order to ensure a timely response, questions must be submitted according to the Procurement Schedule found in this RFP. The Department's response to questions, along with this RFP and related information, are posted on the State of Delaware Bid Solicitation Directory Website: <http://www.bids.delaware.gov/>.

PROCUREMENT SCHEDULE

Action Item	Date	Time
Deadline for Questions to ensure response:	Fifteen (15) business days prior to the proposal due date	2:00 P.M. Local Time
Final Response to Questions posted by:	Ten (10) business days prior to the proposal due date	2:00 P.M. Local Time
Proposals Due by:*	Thursday, October 12, 2017	2:00 P.M. Local Time

NOTE: Only asterisk (*) marked date changes will be communicated (via posted Addendums).

PROPOSAL REQUIREMENTS

Interested firms must submit the material required herein or they may not be considered for the project:

1. Proposals must be received prior to the Submission due date and time indicated above.

Facsimile and E-mail responses to this RFP are not acceptable. No response hand-delivered or otherwise will be accepted after the above date and time. It is the responsibility of the submitter to ensure the Proposal is received on time. DelDOT's time is considered the official time for determining the cut-off for accepting submissions. To be considered for this agreement, firms must submit the Proposal as set forth herein. Any variation, including additions, may negatively impact the scoring.

Proposals are to be delivered to:

Contract Administration – RFP 1847
Delaware Department of Transportation
800 Bay Road
Dover, DE 19901

Should the office be closed at the time responses are due (such as an unexpected event or inclement weather) the submission due date shall be the following business day, at the time originally scheduled.

2. **Submit one (1) original and five (5) hard copies** of the Proposal. Receipt of insufficient copies or non-compliance with providing the requested information in the desired format, may negatively impact the scoring.
3. **Submit two (2) pdf format electronic copies** (e.g. CD, flash drive) of the Proposal; one original and one a redacted copy. The original must be a .pdf file of the original signed proposal as submitted and should be clearly marked “Original”. The redacted copy must be a .pdf file of the original signed proposal with any proprietary or confidential information redacted, and this copy should be clearly marked as “Redacted”. Electronic copies are to be submitted with the printed Proposal. The electronic redacted copy is required even if the submission contains no proprietary or confidential information.

Firms should review Delaware’s Freedom of Information Regulations on the DelDOT Website <http://www.deldot.gov>, and Section 10002(l) “Public record” of the Delaware Code, <http://delcode.delaware.gov/title29/c100/index.shtml> to determine what information may be considered proprietary or confidential and may be redacted from their SOQ.

4. **Qualifications and Pricing: Interested firms must structure their proposal as listed below:**
 - a. Table of Contents – Limited to one page
 - b. Letter of Interest
 - 1) Identify who the proposed project manager will be and what office location from which they will be working
 - 2) The location, size and description of the firm
 - 3) Availability of personnel
 - 4) Sub-consultant usage if anticipated. Indicate the percentage of work estimated to be performed by the sub vs prime. Also, indicate if the prime consultant has previously worked with the proposed sub and give a brief example of the previous relationship(s).
 - c. Project Organization Chart –Limit to one page
 - d. Resumes of Key Personnel – Include up to eight resumes that include qualifications for the key personnel that are offered to support the work related to this agreement. Resumes are limited to one page
 - e. Firm Financial Information – Audited or reviewed income statements and balance sheets for two consecutive years
 - f. Cost Information – Provide your estimated pricing on the attached Milestone/Payment Schedule located in ‘Appendix B’ of this document.
 - 1) Provide your estimated pricing for the following:
 - Installation/Implementation Costs – Provide your standard hourly rate for services and typical number of hours needed to assist with:
 - Software Installation
 - Testing

- Training
 - On-Going Costs – Provide a price for any on-going costs. Provide this with detail that defines your support/maintenance offerings.
 - g. Address Desired Features - Describe how you will address the ‘Desired Features’ as listed in this RFP
 - h. Previous Project Samples - Please provide up to three previous project examples of a variety in scale and concept that best show the firm’s experience in providing systems that have features similar to those listed in the ‘Desired Features’ section of this RFP.
 - i. Other Capabilities - Provide other capabilities of your firm for services to transportation agencies.
 - 5. **Joint venture** submissions will not be considered.
 - 6. **DelDOT reserves the right to reject** any and all submissions. Submissions become property of the Department and shall be retained electronically for a minimum period of three (3) years from the date of receipt. DelDOT reserves the right to any and all ideas included in this response without incurring any obligations to the responding firms or committing to procurement of the proposed services.
 - 7. **Required Certification Forms;** All firms responding to the RFP must complete and return the submission forms located in ‘Appendix A’ of this document.
- No promotional materials or brochures are to be included as part of the submission.

RATING CRITERIA

#	CRITERIA DESCRIPTION:	WEIGHT
1	User interface & Functionality	20%
2	Qualifications of Personnel committed to project and vendor experience with providing services	20%
3	Support model (on-going maintenance)	15%
4	Quality of Proposal, demonstrating understanding of scope, followed bid instructions, and adherence to the requirements and overall project objectives	15%
5	Project Management and Schedule per best practices provided	10%
6	Cost	10%
7	Proposed test and training approach	5%
8	Compliance to industry and State system design standards	5%
TOTAL :		100%

OVERVIEW OF SELECTION PROCESS – PROJECT SPECIFIC

- This is a project specific agreement where the services as described in this RFP will be provided over the life of the project.
- This is a single phase solicitation process with the availability for discussions with the most highly qualified firms. Based upon the listed criteria and evaluation of each firm’s submitted proposal, the Selection Committee may decide if a small sample task and/or discussions will be held with the most highly qualified consultants. If discussions are held, they will serve to clarify the technical approach, qualifications, and capabilities provided in response to the RFP, after which the committee will determine the ranking of the candidate firms.
- Selection Committee members will individually score each firm’s submitted proposal which determines

individual ranking. The Department's ranking is the combined ranking of all Committee members. Awarded firms, in order of ranking, will have the opportunity to negotiate an agreement with the Department. If the Department cannot reach agreement with the highest ranked firm(s), the Department terminates negotiations and begins negotiations with the next highest ranked firm, and so on until an agreement is reached. The Department notifies via email the awarded firm(s) of the opportunity to enter into an agreement with the Department. This notification also includes information on the next steps for the agreement process.

- After the ranking process has been completed, additional price information may be requested from the successful candidate firm(s), such as; salary rates for various classifications of personnel; and an indirect cost derivation for the most current accounting period.
- Shortlist and Selection Committee membership appointments are confidential. The Department's Professional Services Procurement Manual may be viewed here:

http://deldot.gov/Publications/manuals/professional_services/pdfs/ProfessionalServicesProcurementManual2016.pdf

MISCELLANEOUS

The Department is not liable for any cost incurred by the consultant in the preparation or presentation of the Proposal.

Any individual, business, organization, corporation, consortium, partnership, joint venture, or any other entity including subconsultants currently debarred or suspended is ineligible to participate as a candidate for this process. Any entity ineligible to conduct business in the State of Delaware for any reason is ineligible to respond to the RFP.

The Department of Transportation will affirmatively insure individuals and businesses will not be discriminated against on the grounds of race, creed, color, sex, or national origin in consideration for an award. Minority business enterprises will be afforded full opportunity to submit bids/proposals in response to this invitation.

Department of Transportation

State of Delaware

By: Jennifer Cohan

Secretary

Dover, DE

Appendix A - REQUIRED FORMS

The following completed forms are required to be returned with each proposal:

- Certification of Eligibility
- Certificate Of Non-Collusion

CERTIFICATION OF ELIGIBILITY

Delaware Department of Transportation

Request for Proposal 1847

RIGHT OF WAY REPORTING MANAGEMENT SYSTEM

Attention:

Shelly K. Alioa, Contract Administration
Delaware Department of Transportation
800 Bay Road
Dover, DE 19901

We have read the above referenced Request for Proposal and fully understand the intent of the RFP as stated, certify that we have adequate personnel and knowledge to fulfill the requirements thereof, and agree to furnish such services in accordance with the contract documents as indicated should we be awarded the contract.

_____ hereby certifies that it is not included on the United States Comptroller General's Consolidated List of Persons or Firms Currently Debarred for Violations of Various Public Contracts Incorporating Labor Standard Provisions.

_____ Signature of the Bidder or Offeror's Authorized Official

_____ Name and Title of the Bidder or Offeror's Authorized Official

_____ Date

Sworn and subscribed before me this _____ day of _____, 20____

Notary Public

My commission expires: _____ / _____ / 20____
Month Day Year

CERTIFICATE OF NON-COLLUSION

By submission of this bid, each bidder and each person signing on behalf of any bidder certifies, and in the case of a joint bid, each party thereto certifies as to its own organization, under penalty of perjury, that to the best of knowledge and belief:

- 1) The prices in this bid have been arrived at independently without collusion, consultation, communication, or agreement for the purpose of restricting to such prices, with any other bidder or with any competitor;
- 2) Unless otherwise required by law, the prices which have been quoted in this bid have not been knowingly disclosed by the Bidder and will not knowingly be disclosed by the Bidder prior to opening, directly or indirectly, to any other bidder or to any competitor; and
- 3) No attempt has been made or will be made by the Bidder to induce any other person, partnership or corporation to submit or not to submit a bid for the purpose of restricting competition.

_____ Signature of the Bidder or Offeror's Authorized Official

_____ Name and Title of the Bidder or Offeror's Authorized Official

_____ Date

Sworn and subscribed before me this _____ day of _____, 20____

Notary Public

My commission expires: _____ / _____ / 20____
Month Day Year

Appendix B – MILESTONE/PAYMENT SCHEDULE

A proposed milestone/payment schedule is required to be submitted with each Proposal following the below format.

[illegible]